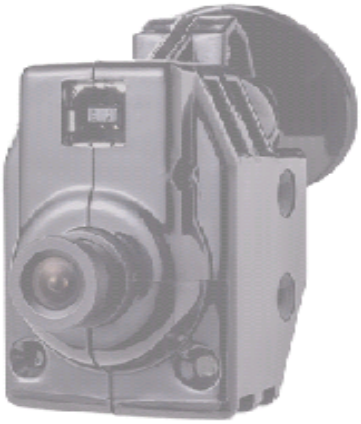
SMART START INTERLOCKS

TAS

SSI 20/20-20/30 User Guide



1300 256 900

TAS Interlock Program
SSI 20/20 - 20/30 User Guide

TCIN-001 V2.1 June 2015

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About Smart Start Interlocks

Smart Start Interlocks specialises in the delivery of an effective and reliable alcohol Interlock device. It is the world leader in alcohol interlock technology and alcohol driver program management and the most experienced and proven alcohol interlock service program to date in North America. Smart Start Interlocks operate in the USA, Mexico, Sweden, Denmark, Finland, Poland, Russia, Chile, France, New Zealand, Australia and Canada.

Smart Start Interlocks offers:

- Innovative and reliable technology used in programs overseas.
- Worldwide experience in alcohol interlock devices.
- Fuel cell Interlock devices.
- Reliable installations, servicing and reporting requirements.

Smart Start Interlocks proudly promotes the use of its most up-to-date alcohol Interlock devices, the SSI-20/20 and SSI-20/30. These alcohol Interlock devices have been installed in thousands of vehicles across the globe.

Release of Participants Data

Under the current re-licencing scheme, participants are required to allow Smart Start Interlocks to release their alcohol interlock data to Service Tas. By signing the lease agreement form, the participant authorises Smart Start Interlocks to release, upon request, reports on the use of the device, or any other information or reports pertaining to the participation in, or compliance or non-compliance with the requirements of the program, not withstanding that such reports or information may contain data of a personal nature which would otherwise be protected by law from disclosure.

Participants upon request can obtain a copy of their logged data by completing the online Participant Data Request Form found on the Smart Start web site. Navigate to www.smartstartinterlocks.com.au, Support page, Tas, Participant Data Release Form

When Travelling

When Travelling to another state or territory, your interlock device can be serviced at any of our service centers across Australia. Please log onto our website and navigate to the service center pages for a complete list of service centers and trading hours in your travelling state.

If you are not travelling in your vehicle and you find the device locked out upon return you will need to contact head office for an unlock code.

Please keep in mind that lease fees continue even if you are not using the vehicle and multiple lease payments may be required on your return for service.

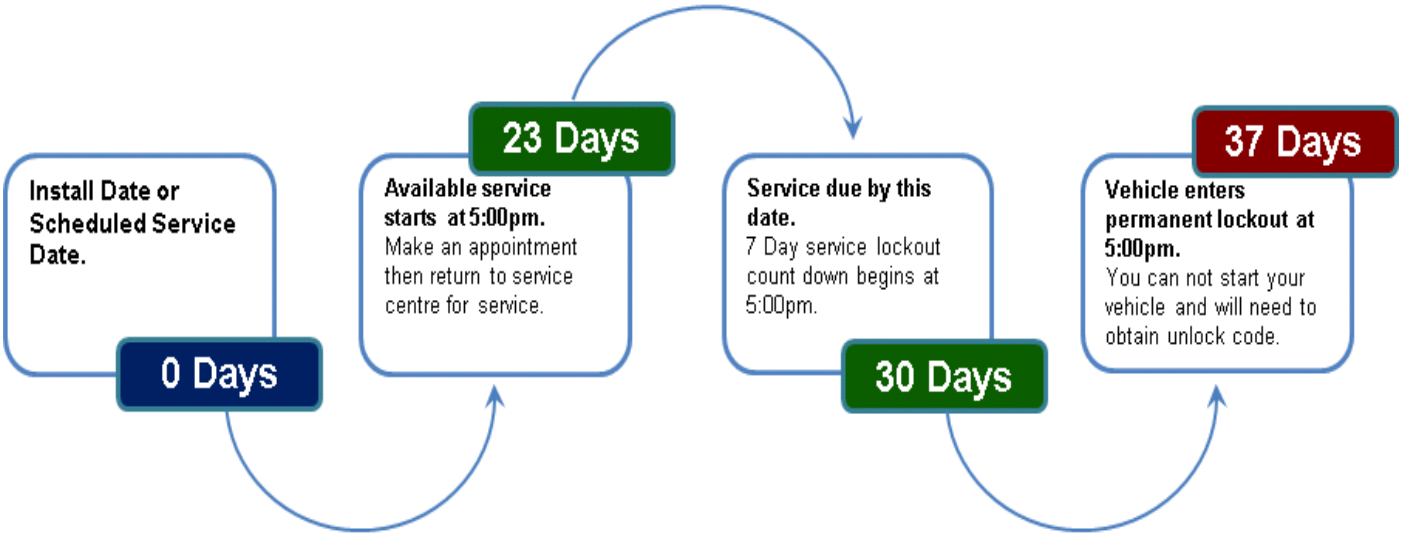
Please be sure to make servicing arangements prior to comencing with your travel plans.

About our Service Agents

Smart Start Interlocks has appointed fully trained, qualified and trusted automotive professionals to be our service agents to install, service, maintain and remove Smart Start alcohol Interlock devices.

Please go to our website for updated store details and new service centre location openings.
www.smartstartinterlocks.com.au

Service Schedule Diagram


Install Date or Scheduled Service Date.
0 Days
23 Days
Available service starts at 5:00pm.
Make an appointment then return to service centre for service.
Service due by this date.
7 Day service lockout count down begins at 5:00pm.
30 Days
37 Days
Vehicle enters permanent lockout at 5:00pm.
You can not start your vehicle and will need to obtain unlock code.

*** After 14 days overdue for service you will be reported to the relevant authorities**

Breath Test Definitions

- **Initial Test:** An initial test is required before the vehicle is able to start.
- **Warning Re-test:** A warning re-test will occur if alcohol or mouth contaminants are detected but are under the violation thresh hold.
    - **The device will ask for re-tests every 3 minutes until the readings are back to zero.**
- **Initial Violation Re-test:** A violation re-test will be required if a positive sample has been recorded.
    - **The first re-test will occur after a 5 minute violation count down.**
    - **If you provide a positive sample after your first re-test count down expiresthe device will onc again lock out, this time for 30 minutes.**
- **Rolling Re-test:** A rolling re-test is a test that is randomly requested by the interlock device while the engine is running.

Please refer to the violation limits on page 7

Rolling Retest Procedure

1. Unit parameters have been set by Service Tas and require random rolling re-tests. The first test will occur within the first 5 – 15 minutes and then randomly over every consecutive hour after initial retest.

2. The device will indicate that it is time to submit a rolling retest by the screen displaying **"RETEST"**, the LEDs flashing and the device beeper sounding.

3. You have **5 minutes** to safely provide a breath sample. The road rules state that you must find a safe place and pull over.

4. Drink water.

5. Provide a breath sample.

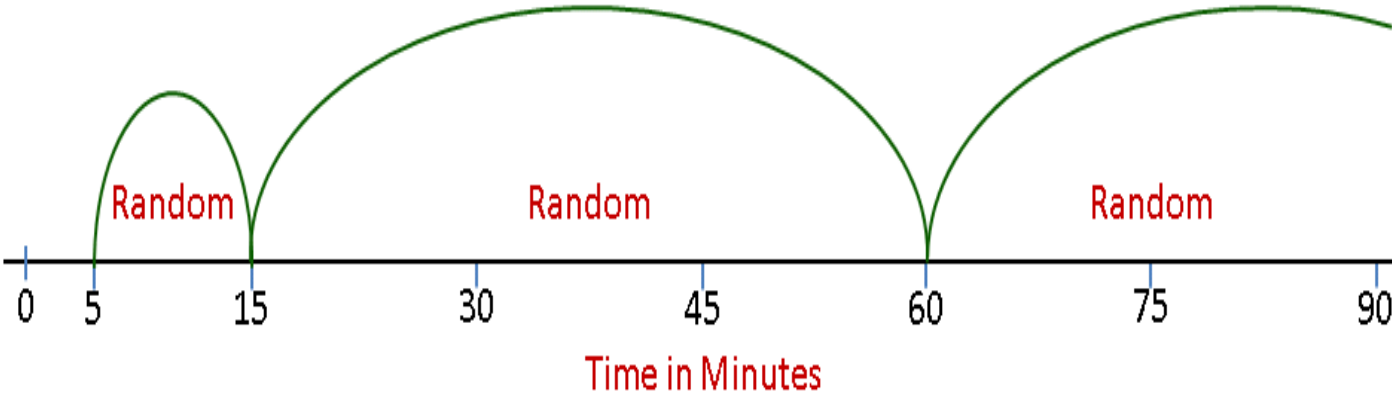
6. Once a pass breath sample has been provided you can continue driving.

Important

Please note, even if you have arrived at your destination and are about to switch the Vehicle OFF, you must still provide a test. Failure to provide a test is a violation and will put the device into early recall.

It is important that you provide a PASS breath sample. Eliminate contaminants by drinking water. If a positive test sample is recorded for a rolling retest you will be put into an immediate 7 day count down and will be required to return for an unscheduled service to reset the device.

Random Rolling Retest Schedule Diagram



- The random timer starts again after every breath test passed.
- You will be required to provide a breath sample in the first **5 to 15 minutes** of the vehicle running.
- You will be required to provide a breath sample at random times ranging from 15 minutes to 60 minutes.
- Once the vehicle as been started, if the device says **"BLOW",** you are required to provided a breath sample.
- Missing a rolling retest request is counted as a violation.
- If a test is missed the device will imediately activate the horn and indicators and ask for another test.
- Once the vehicle is turned off the device will lock for 30 minutes.

Program Violation Summary Victoria

5 Providing initial sample displaying LOW

3 Providing initial sample displaying HIGH

1 Providing a Rolling retest sample displaying LOW

1 Missed Random retests

1 Circumvention (rolling starting etc.)

Violation count down

Once violation limits have been reached the interlock device will display a count down for 7 days.

Permanent lockout

Once the count down has expired your device will permanently lock out and an unlock code will be required to re-activate the device.

Unlock codes

Unlock codes cost **$55.00 per code** and a **limit of 2 codes** per service period. You have **6 hours** once the code has been entered before the device lock out. Once the 2 codes have been used the vehicle will then need to be towed to your service centre at your cost.

To obtain an unlock code you must contact Smart Start head office on **1300 256 900**.

You will need to be in the vehicle with the ignition turned on in preparation prior to calling.

Common Causes of Unexpected Breath Sample Violations

- Your SSI-20/20 or 20/30 is an Alcohol Measuring Device and will detect even very small traces of alcohol.
- The above items are examples of common products that can cause unexpected positive breath tests as they may contain ethanol
- Fermenting food products may also cause unexpected readings.
- It is recommended that you do not consume any of the above within 10 minutes before giving a test or while driving.
- It also recommended not to eat or drink anything apart from water 10 minutes before a giving test.
- Be aware you are required to provide random breath tests while the car is running.
- **DRINK WATER BEFORE EVERY TEST**

End of Program Procedure

Service Tas will notify you when you are entering your Demonstration stage. In this stage you can not have any violations over the entire 6 month perion. You will need to be present for every service and have no lockouts on your data. Smart Start Interlocks will provide Service Tas with reports of your compliance with the interlock program conditions over the term of the interlock period. Service Tas' decision to remove the 'I' condition will be based on this report and relevant information. Service Tas will notify you that your interlock term is complete. You will need to complete the application to remove form and return to Service Tas to have the "I" condition removed from your licence. You can then have the interlock device removed from your vehicle.

Before you can drive without an interlock you will need to obtain a replacement licence from the Service Tas, with the 'I' condition removed.

Driving on an 'I' condition licence without an interlock device installed may inpose a maximum penalty of $7,000.00 or 6 months imprisonment or both.

TAS Service Agents

Bellerive
Bishop Auto Electrics
25 Cambridge St
Bellarive TAS 7018
Ph: 6244 2322

Devonport
TAS Car Audio Centre
7 Steele St
Devonport TAS 7310
PH. 6423 2496

Launceston
Advance Automotive & LPG
126 Hobart Road
Youngtown TAS 7249
Ph. 6344 4443

Moonah
Tony's Auto Electrics
69 Charles St
Moonah Tas 7009
Ph. 6272 0874

Queenstown
Dilgers Central Garage
3 Cutten St
Queenstown TAS 7467
Ph. 6471 1249

Scottsdale
DMC Auto Electrical Services
7 Cameron St
Scottsdale TAS 7260
Ph. 6352 2322

Smithton
Arnolds Auto Care
51 Goldie St
Smithton TAS 7330
Ph. 6452 3626

Please refer to our website for latest updates to store details and trading hrs
www.smartstartinterlocks.com.au

Head Unit Diagram SSI-20/30

Key functions of the SSI-20/20 are the same as SSI-20/30 functions

1. **Mouthpiece**
2. **Status LED's**
3. **LCD (Liquid Crystal Display)**
4. **Keypad**
5. **Cord Strain Relief**
6. **Air vent**
7. **Head nipple**
8. **Speaker**
9. **Serial Number & Barcode**
10. **Curly Cord**

Head Unit Short Cuts

#1	Appointment time and date
#2	Display ignition and battery voltage
#3	Number of violations remaining
#5	Creates call code for a lockout code
#9	Head and relay serial numbers
#0	To enter unlock code

SSI-20/20 - 20/30 G4 Camera

Smart Start Interlocks also have a positive ID camera available.The camera is designed to take a photo every time the person providing a breath sample takes a test. This includes **initial breath samples** (prior to the vehicle being started) every **rolling retest** and in the event of a **recorded violation** eg. Skipped rolling retest. The provider of the breath sample is required to be sitting in the drivers seat in an upright position and looking into the camera for positive identification.The pictures taken provide a record of the person providing the test and then compared to the reference photo on the participants file. There will also be a privacy notification sticker attached to the windscreen, either above or below the camera to alert the person blowing into the device that they will have their picture taken and stored in the database.

Once the install has been completed and all training has been completed the installation technician will take a reference photo of you sitting in the drivers seat which is saved to your account.

SSI-20/20 - 20/30 Quick Start Reference

Turn ignition **ON**, the device will light up and Smart Start Interlocks logo will appear	
"INITIALISING" will then be displayed On the screen. The unit is now preparing for a test.	
Take this time to drink some **WATER** to eliminate possible breath contaminants.	
The LCD will then display **"BLOW"** and the right LED will be green and flashing.	
Take a deep breath, then blow into the device, a long tone will sound (approx. 5 seconds), this tone will stop once the required sample has been made. The LCD will display **"TEST"**. ***SSI-20/20 Requires Blow Hum technique***	

Please Call Smart Start Interlocks on 1300 256 900 for assistance or alternatively view the training videos on our website
www.smartstartinterlocks.com.au

SSI-20/20 - 20/30 Quick Start Reference

If a correct test is provided and there is no alcohol present in the breath sample, **"PASS"** will appear. If there is alcohol present **"VIOL"** or **"FAIL"** will be displayed, you will not be able to start the vehicle	
"START" and a count down will appear on the screen. You will have 3 minutes to start the engine before the device will ask you to re-take the test	
You can now start your vehicle. Please note the unit will ask for further random tests once the vehicle has started.	

Please Call Smart Start Interlocks on 1300 256 900 for assistance or alternatively view the training videos on our website
www.smartstartinterlocks.com.au

Displayed message after taking a test

LCD Screen	LED	Test Result	Outcome
PASS	Both green	No alcohol detected	You can start your vehicle
WARN	Both green	Alcohol detected ≤ 0.019 BrAC	You can start your vehicle
BLOW HARDER	Right: Flash red once	Not blowing hard enough/long enough	You can not start your vehicle/retest required
BLOW SOFTER	Right: Flash red once	Blowing too hard	You can not start your vehicle/retest required
HUM STRONGER	Right: Flash red once	Hum not being detected	You can not start your vehicle/retest required
DONT INHALE	Right: Flash red once	Negative pressure applied	You can not start your vehicle/retest required
MOUTH CLOSER	Right: Flash red once	Mouth not close enough to sensor	You can not start your vehicle/retest required
FAIL	Right: Flash red once	Alcohol tetected ≥ 0.020 BrAC	You can not start your vehicle for 5 minutes
VIOL	Right: Flash red once	High alcohol level detected	You can not start your vehicle for 5 minutes*

- **When** the display reads, "**BLOW HARDER**","**BLOW SOFTER**", "**HUM LOUDER**", "**DON'T INHALE**","**MOUTH CLOSER**","**VIOL**" **or** "**FAIL**" you must take and pass another breath test before your vehicle will start. After blowing a **FAIL**, the unit will go into a temporary lockout of 5 minutes each time a subsequent fail is recorded.

- If you reach the program violation limits the unit will go into **VIOLATION LOCKOUT** and a 7 day countdown timer will be displayed on the LCD. Please refer to page 7 for further information.

You are encouraged to return to your service agent or call Smart Start Head Office on 1300 256 900 if you require further training or assistance with using

SSI-20/20 - 20/30 Headset LCD Messages

LCD DISPLAY	DESCRIPTION
INITIALISING	The unit is initialising
WAIT###	The unit is preparing for a breath test
BLOW	The unit is ready to accept a breath test
ANALYSING	The unit is analysing the breath sample
PASS	Test is successful
HUM STRONGER	Hum was not performed properly. SSI-20/20 only
BLOW HARDER	Stopped preforming test sequence before sample was taken or not sufficient breath pressure
BLOW SOFTER	Blowing too hard
DONT INHALE	Negative pressure was detected
MOUTH CLOSER	Mouth not close enough to sensor
ABORT TAMPER	Blockage in the breath pathway detected. This may be caused by your hands covering the back vent
PLEASE RETRY	Fuel cell did remain stable before sample taken
ABORT PUMP	Pump failed to pull sample and may have a fault. Please contact head office
ABORT LOCK	Locked: Abort count exceeded
RESTART ##:##	Engine can be started within the specified time
BLOW ##:##	unit requires a retest within the stated amount of time
MISSED RETEST	Retest missed
APPT ## / ##	Appointment time is on ## days and ## hrs. to see this press the hash(#) key and then number 1
VIOL REMAIN ##	The number of violations remaining before the unit goes into the grace period before lockout. To see this press the hash(#) key and then the number 3
V LOCK #D : #	A reminder of the hours remaining until lockout due to violations

SSI-20/20 - 20/30 Headset LCD Messages

LCD DISPLAY	DESCRIPTION
VLOCK @ #d : 00	The device is in lockout due to violations. You must call head office for assistance
SLOCK @ #d : ##	A reminder of the hours remaining until lockout due to missing your monthly service
SLOCK @ 0 d : 00	The device is in lockout due to missing your monthly service. You must call head office for assistance
RECALL ##H	Vehicle battery flat or unit diagnostic check needed. Please contact head office
TEST	Unit is testing the breath sample
WARN	You can start the vehicle
FAIL	You are not able to start the vehicle
VIOL	You are unable to start the vehicle
LOCK ##	Unit is in temporary violation lock

Caring for your Device

Device Care: Do not place the interlock on the floor, where you can't see or hear it, or where it may be damaged. Do not expose the unit to moisture or liquids. **You are responsible for damages due to negligence or abuse of the device.**

Hygiene: The recommended procedure for cleaning your mouth pieces is with boiling water. Ensure the mouth piece is completely dry before re-inserting into the device. The use of cleaning wipes may affect your breath sample when taking a test due to alcohol products within the wipes.

Lock out: If your device is locked out you need to contact Smart Start Interlocks for an unlock code.

No Unit Power: If your interlock device does not turn on when the ignition is turned on, then you must contact Smart Start Interlocks for support.

Device Freeze or No Response: If the device freezes or won't start please switch off the ignition and wait 10 minutes until the head automatically shuts off (when the lights switch off). Once this happens please turn the ignition on and try again. Should the symptom continue please call Smart Start Interlocks for support.

Jump Starting & Flat Battery: If the battery in your vehicle has gone flat and the vehicle needs to be jump started, you must contact Smart Start Interlocks for support so notes can be added to your account. If doing this after hours please leave a message on 1300 256 900, a note can then be added to your account the following morning

Defective Interlocks: If you believe your device is defective, please contact Smart Start Interlocks Head Office so appropriate action can be taken. Failure to report is a breach of your Interlock Program and may reflect on your interlock term.

Replacement Parts: Mouth pieces, curly cords, strain reliefs, mounting clips and adhesives are available from any service centre upon request. Curly cords can only be replaced by an Authorised Service Centre.

General Advice

- Anyone can drive your car, however they must use the Interlock device. The participant is responsible for all readings recorded by the device. If you need to replace your car battery or starter, keep a receipt for your battery purchase and keep the time between disconnecting the battery and reconnecting it to less than 20 minutes to avoid a power disconnection being reported.

- **Once the device begins asking for a retest, be sure to take the test before the retest time elapses or you will cause a violation.**

- The Interlock device does not affect the engine's operation and cannot turn your engine off once it is running.

- **Do not use breath freshening agents just before taking a test. Most of these contain alcohol.**

- Keep the unit in its mount so the display is visible. With the radio playing loud, or a window down, you may not hear the audible tone the Interlock device will make when it is ready for a retest. If you can see the display, you will notice the
- RETEST indication. An optional LED light is available for participants who are hearing impaired.

- If your unit locks out or is not operating properly, we may ask you to tow your vehicle to the nearest Smart Start location. If the problem is found to be with the Interlock device, we will credit your account for the amount of the tow bill. You will be responsible for the tow bill if the problem is not unit related. Please contact Smart Start Interlocks Head Office (1300 256 900) for a phone number of a preferred towing company in your area.

Frequently Asked Questions

Q: My battery has gone flat and my mechanic says the Smart Start Interlock is causing it.

Your mechanic is mistaken. The Smart Start Interlock model SSI-20/20 - 20/30 has a low current draw of only 20mA. With an average car battery with a reserve capacity of 50 Ah this can last up to 6 weeks.

Note* Modern vehicles are installed with many extra components that can cause a drain on your vehicle battery supply.

Q: Can other people drive my car?

At all times the Smart Start Interlock is in your vehicle, you remain legally responsible for the correct operation of the device. If you are confident that another driver, other than yourself, is of good character and is trained in the use of the Smart Start Interlock and you understand that you are responsible for the other driver's actions, he/she may drive your vehicle

Q: What if the Interlock shuts the car down on my way to an important Meeting?

The SSI-20/20 - 20/30 is designed to prevent the starting of a vehicle if a breath test is not passed. There is only one wire interrupted for the installation of the ignition Interlock device and it serves no other purpose than to send the signal to the starter for the vehicle to start once the test is passed. If the individual fails a test while driving, it simply records a violation; it does not shut the vehicle down.

Q: Can an additional program participant permanently use the same vehicle?

An additional participant may utilise the same vehicle with the addition of a second interlock device and a user interface switch.
The user of each device is responsible for the data recorded on their respective devices.
Separate lease agreements and charges apply for each unit and the additional unit is charged at the Non Core rate (concession rate does not apply)
Written consent must be provided to SSI by the original participant and a new user account and reference photo will be required.

Frequently Asked Questions

Q: When will the device request further retests and what do I do?

The Interlock system will require successive retests. The Interlock device will ask you **randomly** to give a breathe sample. The unit will sound an alert and the display will read 'BLOW' with a count down of 5 minutes. The first retest will occur between 5 to 15 minutes from starting the vehicle. Subsequent retests will occur between 15 to 60 minutes with a pass BAC result. Never try to give a breathe sample while driving the vehicle; ensure you pull the vehicle over when safe to conduct the retest. Remember not to panic if the unit asks you to conduct a retest. You have 5 minutes to give a breathe sample.

Q: My car won't start and the Interlock Device reads 'LOCKOUT VIOLATION', what do I do?

Your car won't start, the device is in lockout due to violations. You must call Smart Start Interlocks Head Office **1300 256 900** to obtain an unlock code. This code will allow you to operate the vehicle for 6 hours, which is enough time to drive the vehicle to one of our service centres to have an unscheduled service. **A maximum of 2 unlock codes** can be issued per service period at a **cost of $55.00** each. Once 2 codes have been issued and have expired the car will need to be **towed at the participants expense.**

Q: The ignition Interlock just aborts and I can't start my vehicle.

The majority of all aborts are caused by improperly blowing into the interlock device. If the problem continues, the participant should call Smart Start Interlocks on **1300 256 900** for a solution.

Q: I've blown a positive breath sample and I believe it's a false reading. What do I do?

If you have recorded a positive breath sample and you believe it's an incorrect reading, it is suggested that you **rinse your mouth with water**, while waiting for the interlock unit to end its temporary lockout period then re-blow into the interlock unit. **If you blow a 0.000 reading, you have confirmed your last test was a false positive** and this will be reflected in your interlock reports. We also suggest you document such events so you can provide details to your alcohol education assessor and to the courts.

If you have any other questions please do not hesitate to contact your local service agent or call **1300 256 900.**

Key Terms an & Information

- **Violation:** Refers to non-compliant interlock breath samples or interlock activities. To view the number of violations remaining, press the # key followed by the number 3. The counter starts at the maximum number of violations and counts down. Each time a violation occurs the unit will subtract 1 from that number. Page 7 outlines how many violation chances you have between each service. When you have no more violations left or have caused a rolling retest sample or circumvention violation your unit will start a 7 day count down, within which time you must return for a unscheduled service.

- **Temporary lockout:** A short lockout of 5 minutes occurs when you blow a fail on your initial breath sample. The device will lockout, the LED will display **“LOCK”** and not allow you to make a test under the following conditions. Use this time to drink WATER and test again when the device is ready. If you fail subsequent tests the Interlock device will again not allow you to start the vehicle and will lockout for 5 minutes.

- **Service Lockout:** A service lockout occurs when you have gone past your lockout day and the device has entered into a 7 day countdown timer. The display will read **“SLOCK@#d:##”**. The first **#** represents the number of days & the second **##** represents the hours until the device goes into permanent lockout. Once the device displays **“LOCKOUT SRVC/S LOCK@ 0D:00”**, contact your service provider for assistance. You will not be able to start your vehicle and will be required to get an unlock code at a cost of **$55.00**, so you can return to
- nearest Smart Start service centre.

- Violation Lockout: A violation lockout occurs after exceeding the allowed lockout grace period. A violation is caused by a high level breath failure, missing a retest, or by starting the vehicle without passing a test.

- The LCD will display **“V LOCK@#d:##”** to indicate the number of days and hours left until the lockout occurs. The first # key represents the number of days, the second set of # keys represent the hours. Once the device displays **“LOCKOUT VIOL/V LOCK @0d:00”**, contact your service provider to obtain an unlock code.

Full Fee Equipment Replacement

Head Piece	$1,036.00
Logger	$772.00
Camera	$720.00
Relay Harness	$77.00
Curly Cord	$66.00
Misc-When complete unit requires replacement	$132.00
Total Device Replacement	**$2,803.00**

Loss Protection

*Loss Protection Fee must be accepted at the time of install to qualify and paid continuously for the life of program. Replacement cost is reduced to $150.00 per individual component. Loss Protection Fee applies to damaged, lost, stolen or accidental damage of goods. **Stolen goods must be supported by a Police Report.**

If a police report has not been supplied to head office within 7 days the participant will be billed the full cost of unrecovered items.

All pricing is inclusive of GST

Interlock Fees

Smart Start Participant Fees Including GST

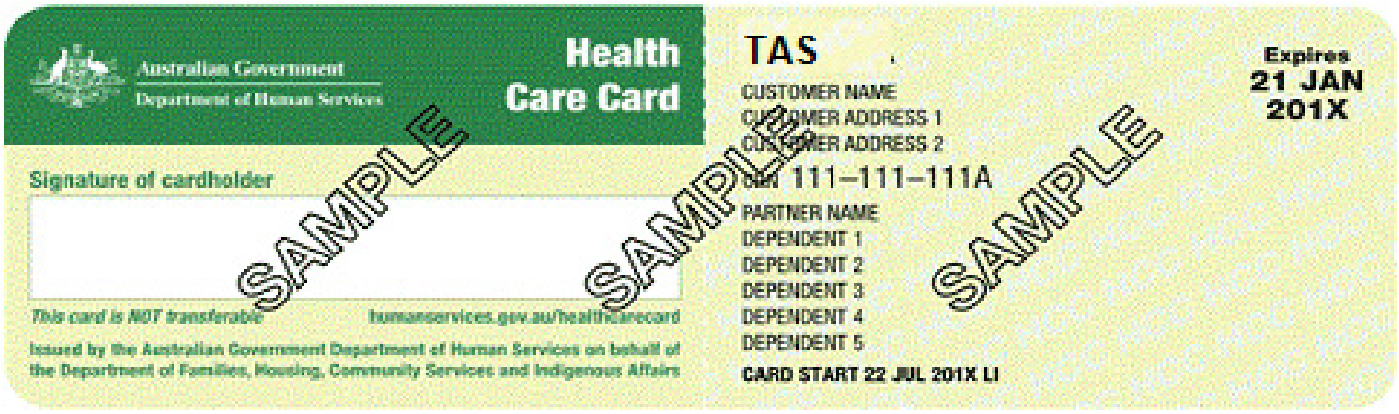
Installation Standard	Common and standard vehicles	**$195.00**
Installation Heavy Vehicles & Motor Cycles	Vehicles identified as heavy vehicles or motorcycles	**$294.00**
Installation Non Standard in addition to Installation fees	Fitment requiring extra components or wiring under bonnet determined upon inspection. additional to standard fee	**$99.00**
Hybrid Stop Start Vehicle	Additional module required for hybrid and start/stop vehicles	**$75.00**
Device leasing and service advancement fee	Includes scheduled maintenance & download of data	**$150.00**
Removal - Interlock Device	Removal of Interlock Device - End of program	**$99.00**
Loss Protection Plan - Monthly fee	Caps replacement of the unit to $450.00	**$5.00**
Temporary Unlock Code	Unlock of unit in a permanent lockout condition	**$55.00**
Unscheduled Service	A service outside the normal service period	**$65.00**
Early Termination Fee	Termination of contract if removed before 6 onths	**$200.00**
Transfer Fee	Removing Device from one vehicle and re-installing to another vehicle	**$200.00**
Head Unit Replacement	Replacement of unit due to damage, loss or theft	**$1,036.00**
Relay Unit replacement	Replacement of unit due to damage, loss or theft	**$772.00**
Camera Replacement	Replacement of unit due to damage, loss or theft	**$720.00**
Full Replacement of all components	Replacement of unit due to damage, loss or theft	**$2,803.00**

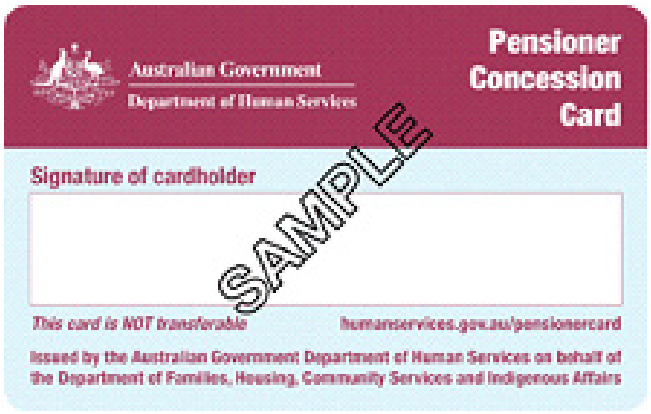
Extra fees may also apply if the need of a relay or external horn are

Concession Cards

If a participant presents a valid Commonwealth concession card or DVA Health Card in their name and can prove they receive the full benefit by providing a current income
statement, they are entitled to receive a 35% discount on the monthly servicing. To be eligible participants must sign a Centrelink confirmation consent form and comply with Smart Start Interlocks Concession Card Policy.

Examples of valid concession cards are below:




Australian Government
Department of Human Services
Pensioner Concession Card
Signature of cardholder
This card is NOT transferable
humanservices.gov.au/pensionercard
Issued by the Australian Government Department of Human Services on behalf of the Department of Families, Housing, Community Services and Indigenous Affairs
SAMPLE

Customer Feedback

Smart Start Interlocks is committed to the provision of quality service to its participants and the community and has adopted Standard AS ISO 10002:2006 (Customer Satisfaction – Guidelines for complaints handling) as a best practice policy.

Smart Start Interlocks welcomes feedback, including complaints, from our participants. They allow us to correct any challenges with our service, give us a chance to re-establish our relationship with our participants and enable us to continually improve our customer service quality.

Lodging Feedback

In Person:
Visit one of our service agents (see listing of agents in this booklet)
OR
Visit our Head Office at: Unit 1 / 11 Zakwell Circuit, Coolaroo,
Victoria, 3048

Electronically:
www.smartstartinterlocks.com.au
Contact page

By Post:
Smart Start Interlocks
PO Box 26
Somerton VIC 3062

Phone: 1300 256 900

Fax: (03) 9303 7386

Email: info@smartstartinterlocks.com.au

For administrative ease a complaint form can be provided by your service centre or by request from Smart Start Interlocks Head Office.

Car Service Logs

When you have your vehicle serviced by other professionals, it is important that you inform them that you have an alcohol Interlock device installed. **You will need to supply them with a mouth piece and show them how to use the device.**

Please be aware that the device will record any positive breath samples and power disconnections. If the service provider is unsure about the operation of the unit, have them call Smart Start Interlocks Head Office on **1300 256 900** before servicing the vehicle. Have them complete the car service log form below with the appropriate receipts attached, so you can provide reasons for disconnections faults and/or other possible violations.

Company Name: ...……...

Phone Number: ……...

Company ABN: ……...

Reason for Service: ……

Company Name: ……...

Phone Number: ……...

Company ABN: ……...

Reason for Service: ……

Company Name: ……...

Phone Number: ……...

Company ABN: ……...

Reason for Service: ……

All invoices for works carried out on your vehicle must be attached for evidentiary purpose

Car Service Logs

Company Name: .....

Phone Number: .....

Company ABN: .....

Reason for Service: .....

Company Name: .....

Phone Number: .....

Company ABN: .....

Reason for Service: .....

Company Name: .....

Phone Number: .....

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Company Name: .....

Phone Number: .....

Company ABN: .....

Reason for Service: .....

Company Name: .....

Phone Number: .....

Company ABN: .....

Reason for Service: .....

Participant Program Details

Date Interlock Fitted:_____

Program Length:_____

Estimated Completion Date:_____

Additional Notes:

_____

_____

_____

_____

_____

_____

_____

Web and Social Media

Please visit our website for the latest news on new service agency locations, product launches and downloadable documents.

www.smartstartinterlocks.com.au

You can also follow us on Social media.

@smartstartaus

https://www.facebook.com/smartstartinterlocks

Training Videos

Both the Participant & Breath Technique videos are available on our website and You Tube

www.smartstartinterlocks.com.au

http://www.youtube.com/smartstartinterlocks

SMART
START
INTERLOCKS
Separating Drinking From Driving